

W-02181A-15-0216



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Arizona Corporation Comm

Utilities Complaint Form

RECEIVED

Investigator:

Web User

Phone:

[REDACTED]

Completion Date: 7/22/2015 9:08 AM

AZ CORP COMMISSION
DOCKET CONTROL

Opinion Number:

123364

Opinion Codes:

Rate Case Items - Opposed

Opinion Date:

7/20/2015 10:08:29 AM

ORIGINAL

Customer Information

First Name:

Norman & Susan

Last Name:

Smith

Account Name:

Norman & Susan Smith

Street Address:

[REDACTED]

City:

Sedona

State:

AZ

Zip Code:

86351

Utility Information

Arizona Corporation Commission

DOCKETED

Company:

Pine Valley Water Company

Division:

Water

JUL 22 2015

Name:

Lance Wischmeier

Phone:

[REDACTED]

Email:

[REDACTED]

DOCKETED BY

[Signature]

Nature of Opinion:

Docket Number:

W-02181A-15-0216

Docket Position:

Against

The Rate increase is unreasonable as it will double, and in many cases triple users bills, and penalizes low water users.

Notes

Date:

7/21/2015

User:

CMADRID

Submission Method:

Email

Type:

Investigation

7/21/15 Opinion noted and filed in Docket No. W-02181A-15-0216. closed

W-02181A-15-0216

Arizona Corporation Commission

Utilities Complaint Form

Investigator:

Web User

Phone:

[REDACTED]

Completion Date:

7/21/2015

Opinion Number:

123376

Opinion Codes:

Rate Case Items - Opposed

Opinion Date:

7/20/2015 1:34:00 PM

Customer Information

First Name:

Keith

Last Name:

Morris

Account Name:

Keith Morris

Street Address:

[REDACTED]

City:

Sedona

State:

AZ

Zip Code:

86351

Utility Information

Company:

Pine Valley Water Company

Division:

Water

Name:

Lance Wischmeier

Phone:

[REDACTED]

Email:

[REDACTED]

Nature of Opinion:

Docket Number:

W-02181A-15-0216

Docket Position:

Against

I want to clarify my phone complaint: 1) I understand the PWVC has made an investment in an arsenic treatment facility and can understand the need for a slight rate increase, however this increase is too much, and not fairly allocated. 2) TOO MUCH: My minimum monthly payment is \$24. The proposed rate increase would make it \$75 - an absurd 300% increase. My typical monthly bill is \$30-\$35 and would become \$80-85. My annual cost of water will go from under \$400 to \$1,000 which will pose a significant financial burden. 3) NOT FAIR: I have a 1" water meter because I have fire sprinklers. As a result, the minimum monthly charge is twice as much as someone with a 5/8" meter (regardless of home size or water usage). My house is small (1,500 square feet) and my wife and I have minimal water usage. Minimum monthly payments should be based on a metric that is relevant (perhaps home size or usage based metric) rather than penalizing those who supported a fire code requirement. Thank you

Notes

Date:

7/21/2015

User:

CMADRID

Submission Method:

Email

Type:

Investigation

7/21/15 Opinion noted and filed in Docket No. W-02181A-15-0216. closed

Date:

7/21/2015

This record was closed by Carmen Madrid on 7/21/2015 4:46 PM.

W-02181A-15-0216

Arizona Corporation Commission

Utilities Complaint Form

Investigator:

Web User

Phone:

[REDACTED]

Completion Date:

7/21/2015

Opinion Number:

123385

Opinion Codes:

Rate Case Items - Opposed

Opinion Date:

7/21/2015 4:46:28 AM

Customer Information

First Name:

John

Last Name:

Steward

Account Name:

John Steward

Street Address:

[REDACTED]

City:

Sedona

State:

AZ

Zip Code:

86351

Utility Information

Company:

Pine Valley Water Company

Division:

Water

Name:

Lance Wischmeier

Phone:

[REDACTED]

Email:

[REDACTED]

Nature of Opinion:

Docket Number:

W-02181A-15-0216

Docket Position:

Against

I have reviewed as many of the facts surrounding this case and the subject request for rate increase. While I am not opposed to a rate restructure and possible increase as appropriate, I feel the specifics surrounding this specific increase are not equitable to the customers. The proposed structure appears to penalize the lowest water users. It also seems to penalize those with fire suppression systems. There are also a lot of questions in general about the losses that are used as justification for the increase. A number of residents pitched in upfront cash to help the water company put in an arsenic water treatment system for example. Is that reflected in the losses appropriately. And seasonal fluctuations are common in most every business. Overheads need to be managed to account for seasonal variation. I believe as proposed, the rate increase is unreasonable.

Notes

Date:

7/21/2015

This record was closed by Jenny Gomez on 7/21/2015 12:01 PM.

Date:

7/21/2015

User:

JGOMEZ

Submission Method:

Telephone

Type:

Investigation

Noted and filed for the record in Docket.

Date:

7/21/2015

Subject: Arizona Corporation Commission Utility - Opinion #123385 - John Steward From: JGomez@azcc.gov To: CMadrid@azcc.gov CC: Sent: 7/21/2015 1:59:01 PM Attachments: Complaint.pdf Body: This is an opinion filed on 7/21/2015 4:46:28 AM. The opinion and any supporting documents is attached for your review and response.

Date:

7/21/2015

User:

CWALCZAK

Submission Method:

Telephone

Type:

Investigation

7/21 Inquiry sent to Company for response to customer statement.